


From: [Mason, Russell \(NIH/OD/ORS\) \[E\]](#)
To: [Aikens, Michelle \(NIH/OD/ORS\) \[C\]](#)
Cc: [Crawford, John \(NIH/OD/ORS\) \[E\]](#); [Griggs, Christine \(NIH/OD/ORS\) \[E\]](#); [Harman, Carole \(NIH/OD/ORS\) \[E\]](#); [Taylor, Rodney \(NIH/OD/ORS\) \[E\]](#)
Subject: RE: Bldg. 35 Cafeteria
Date: Wednesday, January 29, 2020 10:44:00 PM
Attachments: [image001.png](#)

Thanks. Michelle.

Food team – here is the customer’s side of the compliant. Please discuss at the next operations meeting.

V/r

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From: Aikens, Michelle (NIH/OD/ORS) [C] <michelle.aikens@nih.gov>
Sent: Wednesday, January 29, 2020 3:51 PM
To: Mason, Russell (NIH/OD/ORS) [E] <russell.mason@nih.gov>
Subject: FW: Bldg. 35 Cafeteria

FYI

From: Mason, Mel (NIH/NICHD) [C] <mel.mason@nih.gov>
Sent: Wednesday, January 29, 2020 3:43 PM
To: Aikens, Michelle (NIH/OD/ORS) [C] <michelle.aikens@nih.gov>
Subject: Bldg. 35 Cafeteria

Hi Michelle,

Thank you for taking my call. I want to apologize for getting emotional on the phone today, I did not mean to but I can be really sensitive at times.

Here is just a recap of the event I mentioned to you.

Today I was appalled by the customer service I received in the cafeteria at my Job at the NIH in bldg. 35.